

State of Idaho

Legislative Services Office

Management Report

A communication to the Joint Finance-Appropriations Committee

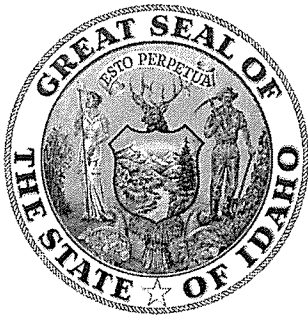
**IDAHO BUREAU OF
OCCUPATIONAL LICENSES**

FY 2006, 2007, and 2008

Report IC42708

Date Issued: December 22, 2009

Serving Idaho's Citizen Legislature



Don H. Berg, Manager

**Idaho Legislative Services Office
Legislative Audits Division**

**IDAHO BUREAU OF
OCCUPATIONAL LICENSES**

SUMMARY

PURPOSE OF MANAGEMENT REVIEW

We conducted a management review of the Idaho Bureau of Occupational Licenses covering the fiscal years ended June 30, 2006, 2007, and 2008. Our review covered general administrative procedures and accounting controls to determine that activities are properly recorded and reported. We also completed additional audit procedures on contract administration.

The intent of this review was not to express an opinion, but to provide general assurance on internal controls and to raise the awareness of management and others of any conditions and control weaknesses that may exist and offer recommendations for improvement.

CONCLUSION

Our review identified two significant conditions or weaknesses in the general administrative and accounting controls of the Bureau, as well as the controls over contract administration.

FINDINGS AND RECOMMENDATIONS

There are two findings and recommendations in this report.

1. Authority to provide advanced funds to boards with negative balances is unclear.
2. Certificates of insurance are not requested or validated for license renewal applications.

The complete findings are detailed on pages 1 through 5. A copy of this report is available at <http://www.legislature.idaho.gov/audit> or by calling 208-334-4832.

PRIOR FINDINGS AND RECOMMENDATIONS

There were no findings and recommendations in the prior report.

AGENCY RESPONSE

The Bureau has reviewed the report and submitted its responses, which are included in the Findings and Recommendations section of this report. The entire response from the Bureau is included on pages 6 through 8.

FINANCIAL INFORMATION

The Bureau operates with the use of a single dedicated fund. Fund 0229 is utilized to receipt and expend the boards' funds. Receipts primarily consist of licensing and examination fees. Expenditures consist primarily of Bureau personnel costs. Other significant expenditures include professional services fees, legal costs, and employee travel costs. The following financial data is for informational purposes only.

Idaho Bureau of Occupational Licenses – Fiscal Year 2008

	Beginning Balance	Revenue	Expense	Ending Balance
Uniform Athlete Agent Registration	(\$11,387)	\$1,250	\$1,358	(\$11,495)
Board of Acupuncture	92,026	33,615	22,225	103,416
Board of Architectural Examiners	168,218	99,800	98,962	169,056
Athletic Commission	37,407	21,432	50,662	8,177
Board of Barber Examiners	98,339	27,722	43,795	82,266
Board of Chiropractic Physicians	98,141	72,180	60,598	109,723
Contractors Board	337,353	540,819	404,862	473,310
Board of Cosmetology	900,750	572,286	431,469	1,041,567
Lic. Bd. of Prof. Counselors/Marriage & Family Therapists	(25,781)	179,649	169,619	(15,751)
Board of Dentistry	(16,778)	11,966	16,759	(21,571)
Board of Registration for Professional Geologists*	48,829	38,095	47,592	39,332
Board of Landscape Architects	(25)	45,337	38,286	7,026
Liquefied Petroleum Gas Safety Board	(48,301)	44,016	78,283	(82,568)
Board of Morticians	73,975	63,909	58,433	79,451
Board of Naturopathic Medical Examiners**	17,021	(5,000)	27,367	(15,346)
Board of Examiners of Nursing Home Administrators	45,659	34,072	33,397	46,334
Board of Optometry	41,537	58,276	41,855	57,958
Physical Therapy Licensure Board	72,603	78,942	44,812	106,733
Board of Podiatry	(53,898)	24,303	57,959	(87,554)
Board of Psychologist Examiners	(61,593)	93,660	88,962	(56,895)
Board of Examiners of Residential Care Facility Admin.	1,145	44,487	44,203	1,429
Real Estate Appraiser Board	123,242	292,451	335,564	80,129
Speech and Hearing Services Board	(39,985)	68,907	66,921	(37,999)
Certified Shorthand Reporters Board*	27,388	16,116	21,359	22,145
Board of Social Work Examiners	56,860	170,672	189,790	37,742
Drinking Water and Wastewater Professionals	368,317	193,396	146,669	415,044
Total	\$2,351,062	\$2,822,358	\$2,621,761	\$2,551,659

*The Board of Registration for Professional Geologists and Certified Shorthand Reporters Board both began contracting with the Bureau during fiscal year 2008. The amounts reflected above include the Bureau information netted with the entities' independent information for the fiscal year.

**The Bureau stopped providing administrative services to the Naturopathic Medical Examiners on November 16, 2007.

OTHER ISSUES

We discussed other issues which, if changed, would improve internal control, compliance, and efficiency.

This report is intended solely for the information and use of the State of Idaho and the Idaho Bureau of Occupational Licenses and is not intended to be used by anyone other than these specified parties.

We appreciate the cooperation and assistance given to us by the bureau chief, Tana Cory, and her staff.

ASSIGNED STAFF

Eugene Sparks, CPA, GGFM, Managing Auditor

Patrick Aggers, CPA, In-Charge Auditor

Sherie Hoid, Staff Auditor

IC42708

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FINDINGS AND RECOMMENDATIONS

FINDING 1

Authority to provide advanced funds to boards with negative cash balances is unclear.

Idaho Code, Section 67-2602 authorizes the Bureau to provide administrative and other services through written agreements with each board that it serves. This code requires the Bureau to maintain proper accounting for all funds and charge reasonable fees for these services.

As of June 2008, eight of the 26 boards served (or formerly served) by the Bureau have negative cash balances totaling \$329,179. Five of the boards have had a negative balance for more than three years, and these balances have become more negative each year. The Bureau is working with the affected boards to resolve this issue, but expenditures in excess of each board's available cash may be outside of the Bureau's authority.

The balance in the State Regulatory Fund 0229 managed by the Bureau is an aggregation of the cash balance of each board, of which these funds are dedicated to the purposes specified in Idaho Code. However, the use of a single fund in the accounting system allows the Bureau to expend more than the cash balance for an individual board without exceeding the aggregated cash balance in the fund. Two of the boards with negative balances lack the resources to resolve this situation promptly, if at all, and a source of funds to offset these balances is currently unavailable.

Negative cash balances can occur for several reasons, including newly established boards that incur costs before fees are collected or existing boards that incur unexpected costs due to enforcement actions and litigation. For boards that have negative cash balances that continue to grow over several years, the cause is due, in part, to the delay in recognizing the need for changes to program activities or fee rates and the time needed to enact fee changes through the administrative rules process.

The following list shows the year-end cash balances for each board for fiscal years 2006 through 2009. The 2009 balances were not included in the management review.

Year-End Cash Balances by Board – Sorted by Amount

	Cash Balance at <u>June 30, 2006</u>	Cash Balance at <u>June 30, 2007</u>	Cash Balance at <u>June 30, 2008</u>	Cash Balance at <u>June 30, 2009</u>
Cosmetology Board	\$759,978	\$900,750	\$1,041,567	\$1,224,247
Contractors Board	238,346	337,353	473,310	439,342
Drinking Water & Wasterwater Professionals	299,996	368,317	415,044	436,728
Architectural Examiners	173,202	168,218	169,056	156,414
Physical Therapy Licensure Board	0	72,603	106,733	150,845
Acupuncture Board	71,562	92,026	103,416	117,205
Chiropractic Physicians Board	94,428	98,141	109,723	107,798
Morticians Board	74,667	73,975	79,451	69,395
Optometry Board	5,232	41,537	57,958	65,867
Barber Examiners Board	105,845	98,339	82,266	65,591
Nursing Home Administrators Board	40,002	45,659	46,334	48,969
Social Work Examiners Board	71,823	56,860	37,742	36,548
Professional Geologists Board*	0	0	39,332	33,328
Certified Shorthand Reporters Board*	0	0	22,145	19,788
Landscape Architects Board	(1,108)	(25)	7,026	13,372
Exam. of Residential Care Facility Admin. Board	1,082	1,145	1,429	(539)
Athlete Agent Registration	(12,012)	(11,387)	(11,495)	(12,221)
Naturopathic Medical Examiners Board	25,885	17,021	(15,346)	(20,160)
Denturtry Board	(12,222)	(16,778)	(21,571)	(30,632)
Real Estate Appraiser Board	150,888	123,242	80,129	(31,808)
Professional Counselors Board	13,945	(25,781)	(15,751)	(33,541)
Speech and Hearing Services Board	(15,720)	(39,985)	(37,999)	(44,835)
Psychologists Examiners Board	(48,254)	(61,593)	(56,895)	(53,855)
Athletic Commission	0	37,407	8,177	(56,996)
Podiatry Board	4,672	(53,898)	(87,554)	(108,093)
Liquefied Petroleum Gas Safety Board	(5,009)	(48,301)	(82,568)	(132,446)
Total Ending Cash Balance	<u>\$2,037,228</u>	<u>\$2,274,845</u>	<u>\$2,551,659</u>	<u>\$2,460,311</u>
Total Number of Boards	22	26	26	26
Number of Boards with Negative Balances	6	8	8	11
Dollar Value of Negative Balances	(\$94,325)	(\$257,748)	(\$329,179)	(\$525,126)

*The Board of registration for Professional Geologists and Certified Shorthand Reporters both began contracting with the Bureau during fiscal year 2008. The ending balance at the end of fiscal year 2008, reflects their balance under the Bureau and their individual STARS balances. The Bureau's actual balance was \$2,442,042.

The Athlete Agent Registration and Speech and Hearing Services Boards have had negative balances since fiscal year 2003, while the Denturtry Board has had a negative balance since fiscal year 2004, and the Psychologist Examiners Board has had a negative balance since fiscal year 2005.

RECOMMENDATION 1

We recommend that the Bureau seek legislative and executive input to clarify the authority to provide temporary funding to boards until collections improve or fee schedules and/or expenditure levels can be adjusted to resolve the cash flow issues.

We also recommend that the Bureau consider assisting boards with rule changes that allow fees to be established within defined limits through board actions rather than formal rule setting processes.

AGENCY'S CORRECTIVE ACTION PLAN

The Idaho Bureau of Occupational Licenses provides administrative, investigative, fiscal, and legal services to contracting self-governing entities. This arrangement allows several boards to share resources and the costs of operation while maintaining their independence.

The Bureau maintains one account in its name and receives one appropriation for all 28 boards served. (See Idaho Code, Sections 67-2605-2606; and the 2009 Senate Bill 1238, which includes the appropriation for the Bureau.) The single account/one-appropriation approach provides stability to the boards while protecting the public. The Bureau's operations depend solely on dedicated funds generated from board fees for applications, original license/registrations, renewals, examinations, and disciplinary fines. The structure of the Bureau helps protect the boards and commissions from economic swings by sharing resources. Each board is expected to be self-supporting, but utilizing a single Bureau fund allows the boards to continue to protect the public even when unexpected cash shortages occur from legal expenses, renewal downturns, investigative costs, or other factors.

The Bureau separately tracks the revenue and expenditure of each board and reports that annually to the Governor and the Legislature. It is printed in the Budget Book for the Joint Finance-Appropriations Committee and is reviewed along with the Bureau's annual budget request. The Bureau's annual appropriation is distributed among the boards based on historical needs, new programs, and requests. The Bureau also tracks trends and does prepare and present on the boards' behalf proposed fee increases and decreases to the Governor and the Legislature on a regular basis. In fact, in the 2009 legislative session the Bureau presented five fee rule changes on behalf of five individual boards, including three rule changes to increase the fund balance of three boards with declining or negative cash balances (Board of Dentistry, Board of Podiatry, and Board of Social Work Examiners).

The Bureau believes the authority to provide advance funds to boards with negative balances is clearly supported by the law, and is a longstanding practice approved by the executive branch and legislature each year. This legislatively-created and supervised funding approach has allowed professional licensure boards served by the Bureau to provide efficient and consistent public protection services to the public. Although this issue has never before been raised by the Legislative Auditors Office, if the Legislature feels that the current system need to be clarified or changed, the Bureau would be happy to work with them to make the changes.

Further, the audit recommends that the Bureau consider assisting boards with rule changes that allow fees to be established within defined limits through board

actions rather than formal rule setting processes. It is the Bureau's belief that the Legislature expects to be involved in the setting and adjustment of the fees charged by professional licensure boards. However, if the Legislature desires, the Bureau would be happy to assist with law and rule changes to allow boards to adjust their own fees within prescribed limits.

FINDING 2

Certificates of insurance are not requested or validated for license renewal applications.

The Bureau manages the license application and renewal process for several boards, such as the Idaho Contractors Board (Idaho Code, Section 54-5210) and the Liquefied Petroleum Gas Safety Board (Idaho Code, Section 54-5308). However, the Board currently requires only new applicants to provide the insurance certificates, while renewing applicants are only required to certify that they have valid insurance. In addition, the Board has no process in place to verify that the certificates are valid or remain in force during the term of the license.

Applications are an annual process and Idaho Code does not make any distinction between renewal and initial applications. The intent of the insurance requirement is to protect the public, and the absence of procedures to obtain and validate the insurance exposes the public and the Bureau to unintended risks.

RECOMMENDATION 2

We recommend that the Bureau obtain certificates of insurance for all applications as directed by Idaho Code and establish procedures to validate the insurance at the time of application and during the term of the license.

AGENCY'S CORRECTIVE ACTION PLAN

The decision by the boards to require certificates of insurance during the application process but not for license/registration renewal is supported by the law and based upon sound practical reasons.

The Idaho Contractors Board and the Liquefied Petroleum Gas Safety Board require new applicants to provide insurance certificates to be granted a license or registration. However, licensees or registrants are only required to certify that they have a valid insurance policy to renew their license or registration. It is clear under both the Idaho Contractors Act and the Liquefied Petroleum Gas Safety Act that new applicants are required to provide certificates of insurance in order to be granted a registration or license. (See Idaho Code, Section 54-5210 concerning contractors and Idaho Code 54-5308 concerning LPG facility licenses.) However, both the Idaho Contractors Act and the Liquefied Petroleum Gas Safety Act provide discretion to those boards in terms of the requirements for renewing a license or registration. (See Idaho Code, Section 54-5211 and Idaho Code, Section 54-5313.)

Further, these boards have specifically adopted by rule the requirements and procedures for processing the annual renewal of licenses/registrations that have been approved by the Legislature. In fact, the Contractors Board established by rule that "all registrations expire and must be renewed annually on forms approved by the board" (Contractor Rule 200.01). The Contractors Board has specifically

approved a renewal form that requires a contractor to certify that their insurance remains in effect, which is within the Board's discretion as set forth by administrative rule. The LPG Board has adopted a rule which specifically addresses the renewal of a facility license as it relates to insurance. The LPG rule approved by the Legislature on April 2, 2008, establishes that new applications require a certificate of general liability insurance; and that the board has authority to conduct random audits of facility licenses, including documentation establishing a current policy (LPG Board Rule 355*). The LPG and Contractors Boards are currently putting in place their audit process. In essence, the boards have exercised their discretion in establishing the nature of the renewal process, including the nature of the renewal application.

There are pragmatic reasons for not requiring submission of certificates for the renewal of a license or registration. The Contractors Board currently licenses approximately 17,000 individuals and/or entities. The LPG Board currently licenses approximately 350 facilities. These licenses and registrations must be renewed each year. Allowing the registrant or licensee to renew by certification without the submission of additional documentation facilitates the boards' online renewal process. The boards would be unable to process applications online if additional documentation was required. The online renewal process is an efficient and cost-effective approach for renewal. The boards also possess the authority to audit licensees or registrants, which will help minimize non-compliance.

It is the Bureau's belief that the boards' approach in allowing online renewals without the submission of additional documentation is within their discretion and supported by law. However, if the Legislature believes the current renewal approach needs to be changed, the Bureau would be happy to work with them to make the changes, including the number of additional staff necessary to physically process renewal applications.

*Note: This audit period covers FY2006, 2007, and 2008. Please note LPG Board Rule 355 was approved in the 2008 legislative session and went into effect on April 2, 2008. The rules says the Board "may conduct random audits." As far as implementation, the first time a random audit could be conducted would be following a full renewal cycle, which would be 2009.

AGENCY RESPONSE



STATE OF IDAHO

BUREAU OF OCCUPATIONAL LICENSES

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November 30, 2009

Mr. Don Berg, Division Manager
Legislative Audits
P.O. Box 83720
Boise, Idaho 83720-0054

Dear Mr. Berg:

Thank you for the opportunity to respond to Management Report IC42708. The report notes two findings and recommendations. Below is the Bureau's response to those issues.

Finding 1:

Authority to provide advanced funds to boards with negative balances is unclear.

Response:

The Idaho Bureau of Occupational Licenses provides administrative, investigative, fiscal, and legal services to contracting self-governing entities. This arrangement allows several boards to share resources and the costs of operation while maintaining their independence.

The Bureau maintains one account in its name and receives one appropriation for all 28 boards served (See Idaho Code sections 67-2605 and 2606; and the 2009 Senate Bill 1238 which includes the appropriation for the Bureau). The single account/one-appropriation approach provides stability to the boards while protecting the public. The Bureau's operations depend solely on dedicated funds generated from board fees for applications, original licenses/registrations, renewals, examinations, and disciplinary fines. The structure of the Bureau helps protect the boards and commissions from economic swings by sharing resources. Each Board is expected to be self-supporting, but utilizing a single Bureau fund allows the boards to continue to protect the public even when unexpected cash shortages occur from legal expenses, renewal downturns, investigative costs, or other factors.

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Further, the Audit recommends that the Bureau consider assisting boards with rule changes that allow fees to be established within defined limits through board actions rather than formal rule setting processes. It is the Bureau's belief that the Legislature expects to be involved in the setting and adjustment of the fees charged by professional licensure boards. However, if the Legislature desires, the Bureau would be happy to assist with law and rule changes to allow boards to adjust their own fees within prescribed limits.

Finding 2:

Certificates of insurance are not requested or validated for license renewal applications.

Response:

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The Idaho Contractors Board and the Liquefied Petroleum Gas Safety Board require new applicants to provide insurance certificates to be granted a license or registration. However, Licensees or Registrants are only required to certify that they have a valid insurance policy to renew their license or registration. It is clear under both the Idaho Contractors Act and the Liquefied Petroleum Gas Safety Act that new applicants are required to provide certificates of insurance in order to be granted a registration or license (See, Idaho Code 54-5210 concerning Contractors and Idaho Code 54-5308 concerning LPG facility licenses). However both the Idaho Contractors Act and the Liquefied Petroleum Gas Safety Act provide discretion to those boards in terms of the requirements for renewing a license or registration (See Idaho Code 54-5211 and Idaho Code 54-5313).

Further, these boards have specifically adopted by rule the requirements and procedures for processing the annual renewal of licenses/registrations which have been approved by the Legislature. In fact, the Contractors Board established by rule that "all registrations expire and must be renewed annually on forms approved by the board" (Contractor Rule 200.01). The Contractors Board has specifically approved a renewal form that requires a Contractor to certify that their insurance remains in effect, which is within the Board's discretion as set forth by administrative rule. The LPG Board has adopted a rule which specifically addresses the renewal of a facility license as it relates to insurance. The LPG rule approved by the Legislature on April 2, 2008, establishes that new applications require a certificate of general liability insurance; that all licensees seeking renewal must certify that the facility holds a current general liability insurance policy; and that the board has authority to conduct random audits of facility licenses, including documentation establishing a current policy (LPG Board Rule 355*). The LPG and Contractors Boards are currently putting in place their audit process. In essence, the boards have exercised their discretion in establishing the nature of the renewal process including the nature of the renewal application.

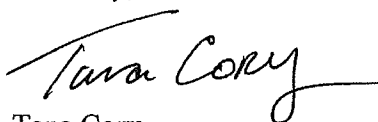
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It is the Bureau's belief that the boards' approach in allowing online renewals without the submission of additional documentation is within their discretion and supported by the law. However, if the Legislature believes the current renewal approach needs to be changed, the Bureau would be happy to work with them to make the changes including the number of additional staff necessary to physically process renewal applications.

*Note: This audit period covers FY2006, 2007, and 2008. Please note LPG Board Rule 355 was approved in the 2008 legislative session and went into effect on 4/2/08. The rule says the Board "may conduct random audits". As far as implementation, the first time a random audit could be conducted would be following a full renewal cycle which would be in 2009.

I hope this information is helpful to you and that you will not hesitate to contact me if I can be of further assistance.

Sincerely,

A handwritten signature in black ink that reads "Tana Cory". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Tana Cory
Bureau Chief

APPENDIX

HISTORY

The Bureau of Occupational Licenses was created by the 1974 Legislature in Chapter 13 of the 1974 Session Laws. On July 1, 1974, the Bureau was placed under the Department of Self-Governing Agencies.

STATUTORY AUTHORITY

Authority for the establishment and operation of the Bureau of Occupational Licenses is contained in Idaho Code, Title 67, Chapter 26.

PURPOSE

The Bureau processes applications, issues licenses, investigates complaints, inspects facilities, enforces the laws and rules governing the occupations, prosecutes, and performs other administrative duties for the various occupational boards.

The Bureau serves as an administrative agency for the following 25 Boards and 1 Commission, as of June 30, 2008.

- Acupuncture
- Architectural Examiners
- Athlete Agents
- Athletic Commission
- Barber Examiners
- Certified Shorthand Reporters*
- Chiropractic Physicians
- Contractors
- Cosmetology
- Counselors and Marriage and Family Therapists
- Dentistry
- Drinking Water and Wastewater Professionals
- Geologists*
- Landscape Architects
- Liquefied Petroleum Gas Safety
- Morticians
- Naturopathic Medical Examiners**
- Nursing Home Administrators
- Optometry
- Physical Therapy Licensure
- Podiatry
- Psychologist Examiners
- Real Estate Appraisers
- Residential Care Facility Administrators
- Social Work Examiners
- Speech and Hearing Services

*The Bureau's contracts with these boards commenced during fiscal year 2008.

**The Bureau stopped providing administrative services to the Naturopathic Medical Examiner on November 16, 2007.

ORGANIZATION

The Bureau Staff consists of 32 positions as of June 30, 2008, including a bureau chief, two administrative support managers, an investigations staff, a fiscal staff, and an operations staff.

FUNDING

The Bureau is self-supporting and operates using dedicated funds derived primarily from fees charged to the various boards for administrative services.

BUREAU OF OCCUPATIONAL LICENSES ORGANIZATIONAL CHART

ACUPUNCTURISTS (ACU)
ARCHITECTS (ARC)
ATHLETE AGENTS (AAG)
ATHLETIC COMMISSION (ATC)
BARBERS (BAR)
CHIROPRACTIC PHYSICIANS (CHI)
CONTRACTORS (CON)
COSMETOLOGISTS (COS)
COUNSELORS (COU)
DENTURISTS (DEN)
GEOLOGISTS (GEO)
LANDSCAPE ARCHITECTS (LAR)
LIQUID PETROLEUM GAS DEALERS (LPG)

BUREAU CHIEF
Tana Cory

Admin. Support Manager
Dawn Hall, Deputy Chief
Personnel; Operations; Finance

MORTICIANS (MOR)
NURSING HOME ADMINISTRATORS (NHA)
OPTOMETRISTS (OPT)
PHYSICAL THERAPISTS (PHT)
PODIATRISTS (POD)
PSYCHOLOGISTS (PSY)
REAL ESTATE APPRAISERS (REA)
RESIDENTIAL CARE ADMINISTRATORS (RCA)
SHORTHAND REPORTERS (SRE)
SOCIAL WORKERS (SWO)
SPEECH & HEARING SERVICES (SHS)
WATER & WASTEWATER OPERATORS (WWO)

Appeals Hearings Technician
Dave Hotchkiss
Complaint Manager

Investigator Allan Funk AREA I (North Idaho)	Investigator Allan Sharp AREA I (North Idaho)
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Investigator Allan Funk AREA I (North Idaho)	Investigator Allan Sharp AREA I (North Idaho)
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Investigator
Mark Cerchione
AREA III
(Central Idaho)

Investigator Warren Schiffer AREA II (SW Idaho)	Investigator John Mereen AREA II (SW Idaho)
--	--

Investigator Warren Schiffer AREA II (SW Idaho)	Investigator John Mereen AREA II (SW Idaho)
--	--

Investigator Chris Riley AREA IV (SE Idaho)	Investigator Monte Conyers AREA IV (SE Idaho)
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Investigator Chris Riley AREA IV (SE Idaho)	Investigator Monte Conyers AREA IV (SE Idaho)
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Financial Support Tech
Linda Livengood
Financial Support

Financial Specialist
Bill Kichok
Financial Services

Tech Rec Spec I
Linda Goff
MOR; SHS & facilities

Tech Rec Spec I
Marilyn London
ACU; CHI; SWO

Tech Rec Spec I
Janice Wiedrick
DEN; LAR

Tech Rec Spec I
Kim Aksanit
RAP: COS

Tech Rec Spec I
Mary Miles
IPC: WWP

**Tech Rec Spec I
Debbie Sexton
COU; PSY; GEO**

Tech Rec Spec II
Maria Brown

Tech Rec Spec I
Carrie Gilstrap
ATC; NHA; OPT;
PHT; POD; RCA;
SRE

Tech Rec Spec I
Erin Rohman
CON

Administrative Assistant III
Sandee Hitesman
Personnel, Boards &
Publications

**Customer Service
Representative I**
Sharon Tabb
Phone, mail; front desk
service; receipt entry

Office Specialist II
Lance Sedillo
CSRI backup; FST
& TRS support

Office Specialist II
Scott Burkhead
CSRI backup; FST
& TRS support